

# SuperConnect™ Data llc. Privacy Policy

SuperConnect™ Data is strongly committed to protecting your privacy and complying with your choices. Both personal and non-personal information collected is safeguarded according to the highest privacy and data protection standards adopted worldwide. We have always had a robust and effective data protection program in place which complies with existing law and abides by the data protection principles. However, we recognize our obligations in updating and expanding this program to meet the demands of **US Privacy Act**.

## Our Commitment

- Your information will not be shared, rented or sold to any third party.
- We use state-of-the-art security measures to protect your information from unauthorized users.

SuperConnect™ is committed to processing data in accordance with its responsibilities under the US Privacy Act.

US Privacy Act requires that personal data shall be:

- processed lawfully, fairly and in a transparent manner in relation to individuals;*
- collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;*
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;*
- accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay;*
- kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organizational measures required by the US Privacy Act in order to safeguard the rights and freedoms of individuals; and*
- processed in a manner that ensures appropriate security of the personal data, including protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organizational measures."*

## **1. Notice**

We will clearly inform you when information that personally identifies you ("personal information") is asked for and you will have the choice to provide it or not. Generally, this information is requested when you [install/download/subscribe] to product updates, newsletters or other online services.

## **2. Usage**

We use your personal information for the following purposes:

- To provide you information that will allow you to use our services
- To automatically customize your documents with your information
- To alert you of software upgrades, updates, discounts or other services from SuperConnect Data llc
- To Accurately transfer electric usage data for the sole purpose of obtaining an accurate solar system proposal.

## **3. Consent**

When you provide your personal information, you consent that it can be used for the above purposes and that SuperConnect™ Data llc is an authorized holder of such information. If you choose not to register or provide personal information, you can still use our services but you will not be able to receive additional services or access certain areas that require registration. When you authorize accessing your utility account, you are providing your consent to allow SuperConnect Data llc to collect and share your utility usage data with the approved solar company/third party for a 1 time energy production report.

## **4. Access to your information**

You are entitled to review the personal information you have provided us and ensure that it is accurate and current at all times. To review or update this information simply email our support team at [info@thesuperconnect.com](mailto:info@thesuperconnect.com).

## **5. Security of information**

SuperConnect Data llc is strongly committed to protecting your information and ensuring that your choices are honored. We have taken strong security measures to protect your data from loss, misuse, unauthorized access, disclosure, alteration, or destruction. All sensitive data is stored behind multiple firewalls on secure servers with restricted employee access.

We guarantee that all authorization transactions follow the latest security measures and use the best available technologies. Secure Sockets Layer (SSL) technology is employed when you place online orders or transmit sensitive information. SSL is one of the safest methods of passing information over the Internet.

## **6. Retention of information**

Information associated with your account will generally be kept until it is no longer necessary to provide the services or until you ask us to delete it or your account is deleted. Additionally, we may retain information from deleted accounts to comply with the law, prevent fraud, resolve disputes, troubleshoot problems, assist with investigations, enforce the Terms of Use, and take other actions permitted by law. The information we retain will be handled in accordance with this Privacy Policy. Finally, your data could also be stored for sales statistical purposes.

## **7. What we do with the Information you share**

Your information is never shared outside the company without your permission. Inside the company, data is stored behind multiple firewalls on secure servers with restricted user access.

When you give authorization via our web portal, you are asked to provide your contact information, including a valid email address and utility login credentials . We use this information to collect and send you and the solar company updates about SuperConnect data llc order confirmations and information about our services.

We may on occasion require the help of other companies to provide limited services on our behalf, such as data acquisition . We will only provide such companies with the information required for them to perform these services; these service providers are bound by strict privacy policies and are prohibited from using your information for any other purpose.

In very rare instances SuperConnect Data llc may disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on SuperConnect Data llc or the site; (b) protect and defend the rights or property of SuperConnect Data llc and its family of websites and properties; and (c) act in urgent circumstances to protect the personal safety of users of SuperConnect Data llc , its websites, or the public.

## **8. Does SuperConnect Data llc privacy policy apply to linked websites?**

Our Privacy Policy applies solely to information collected on our website, Super Connect Link or through app.thesuperconnect.com.

The Site may contain links to web sites of third parties. SuperConnect Data llc is not responsible for the actions of these third parties, including their privacy practices and any content posted on their web sites. We encourage you to review their privacy policies to learn more about what, why and how they collect and use personal information. SuperConnect Data llc adheres to industry recognized standards to secure any personal information in our possession, and to secure it from unauthorized access and tampering.

However, as is true with all online actions, it is possible that third parties may unlawfully intercept transmissions of personal information, or other users of the Site may misuse or abuse your personal information that they may collect from the Site.

SuperConnect Data llc uses third-party advertising companies to serve our ads on the Site. Please review our Cookie Policy for all details. These third-party advertising companies employ cookie and 1x1 pixel. gifs or web beacons to measure and improve the effectiveness of ads for their clients. To do so, these companies may use anonymous information about your visits to our website and other websites but will not collect any information which can personally identify you or can be linked to you. This information can include: date/time of banner ad shown, the banner ad that was shown, their cookie, and the IP address. This information can also be used for online preference marketing purposes.

If you want to prevent a third-party advertiser from collecting data, currently you may either visit each ad network's web site individually and opt out or visit the NAI gateway opt-out site to opt-out of all network advertising cookies. [Click here](#) for the NAI gateway opt-out site.

This site will also allow you to review the third-party advertising companies' privacy policies.

## **9. Changes to this policy**

If we make changes to our Privacy Policy, we will post these changes here so that you are always aware of what information we collect, how we use it and under what circumstances, if any, we disclose it. If at any point we decide to use your information in a manner different from that stated at the time it was collected, we will notify you by email.

## **10. Enforcement of policy**

If for some reason you believe SuperConnect Data llc has not adhered to these principles, please notify us and we will do our best to promptly make corrections.

## **11. Questions or comments**

If you have questions or comments about this privacy policy, please email us or write us at:  
SuperConnect Data llc  
3654 W Cypress St  
Tampa, FL 33607  
USA  
[Info@thesuperconnect.com](mailto:Info@thesuperconnect.com)

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